

Developing Linguistic Competence within Primary Health Care Organizations

☒ Checklist

Use this checklist to help primary health care organizations develop policies, structures, practices, and procedures that support linguistic competence.

Does the primary health care organization or program have:

- ☐ A mission statement that articulates its principles, rationale, and values for providing linguistically and culturally competent health care services?
- ☐ Policies and procedures that support staff recruitment, hiring, and retention to achieve the goal of a diverse and linguistically competent staff?
- ☐ Position description and personnel performance measures that include skill sets related to linguistic competence?
- ☐ Policies and resources to support ongoing professional development and in-service training (at all levels) related to linguistic competence?
- ☐ Policies, procedures, and fiscal planning to insure the provision of translation and interpretation services?
- ☐ Policies and procedures regarding the translation of patient consent forms, educational materials, and other information in formats that meet the literacy needs of patients?
- ☐ Policies and procedures to evaluate the quality and appropriateness of interpretation and translation services?
- ☐ Policies and procedures to periodically evaluate consumer and personnel satisfaction with interpretation and translation services that are provided?
- ☐ Policies and resources that support community outreach initiatives to persons with limited English proficiency?
- ☐ Policies and procedures to periodically review the current and emergent demographic trends for the geographic area served in order to determine interpretation and translation services?

The terms *interpretation* and *translation* are often used interchangeably. The National Center for Cultural Competence makes a distinction between the two terms and has provided the following definitions:

Translation typically refers to the written conversion of written materials from one language to another.

Interpretation is the oral restating in one language of what has been said in another language.

Source: “Linguistic Competence in Primary Health Care Delivery Systems: Implications for Policy Makers,” January 2001: Policy Brief 2. National Center for Cultural Competence.